

DOC Human Service Professionals Play Integral Role in DOC Operations

The Delaware Department of Correction personnel work tirelessly to advance the mission statement of **“protecting the public by supervising adult offenders through safe and humane services, programs and facilities.”** Some of the Department’s non-security staff serve as human service professionals who focus on helping offenders rehabilitate and receive services they need to become successful members of society, while others function as support staff who focus everyday efforts on improving processes and enabling other DOC employees to better do their jobs.

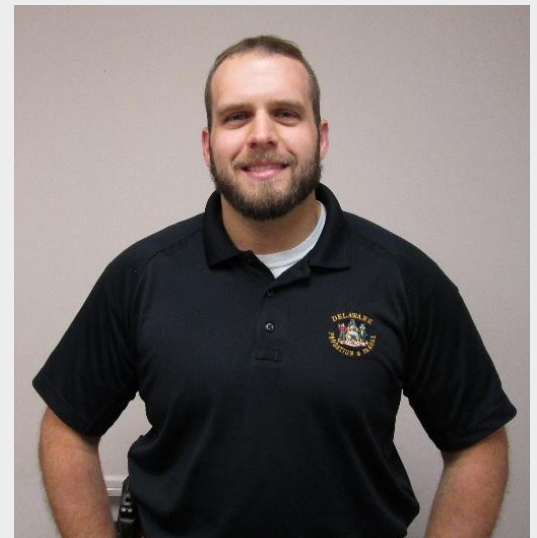


Tom Aiello, Classification Officer at Sussex Correctional Institution (SCI) and Michael Menago, Probation Officer for Mental Health Court at Cherry Lane Probation and Parole, spend their working days trying to help offenders succeed outside of a DOC facility’s four walls.

Mr. Aiello spends his days classifying incoming and outgoing inmates, arranging transfers, leading CICB (Central Institution Classification Board) meetings, determining when an offender can flow down to a Level IV community corrections center, or determining when a detentioner can go to Supervised Custody. His decisions directly affect where an offender is housed and what types of programs and/or activities an offender is eligible to attend. As a classification officer, Mr. Aiello uses the results of the Risk Needs Responsivity (RNR) offender assessment tool to help guide eligibility and placement decisions for inmate program

participation as well as to determine criminogenic needs to be targeted for rehabilitation. Mr. Aiello said his best days are when he knows he has placed an offender in the best possible location either within or outside of SCI’s four walls. He explained, “Knowing I placed someone in the community and they are successful, makes me feel successful.”

Michael Menago explained his typical day as a Mental Health Court Probation Officer is “putting out fires.” Mr. Menago coordinates efforts to keep clients on track with medication and counseling. He helps offenders find housing and attend treatment and court dates. He spends his days in regular communication with the Treatment Access Center (TASC), Connections Community Support Programs, Inc., and the Courts to determine how to best stabilize a client in the community. Mr. Menago explained that he builds quite a rapport with his clients because they are a high needs group so he sees them often and becomes an ally in their rehabilitation. He explains that he feels most successful when one of his clients graduates from Mental Health Court. Mr. Menago explains, “The judge will come off the bench and shake his/her hand. It’s really great to see.”





Stacey Hollis, Treatment Administrator at James T. Vaughn Correctional Center (JTVCC) dedicates her days supervising correctional counselors and classification officers. She said she tries to be a mentor and resource for everything other staff may need, including building up staff and encouraging career paths and goals of staff members. Her everyday efforts ensure staff have the tools and resources they need, and offenders are receiving what is best for them to continue rehabilitation efforts. Ms. Hollis said she enjoys seeing what is working and what needs to be changed in classifying offenders. She explains that she feels most successful when “the institution succeeds in creating a holistic approach for what’s best for an offender.”

An equally important role on the DOC team is the behind the scenes personnel who ensure that everything runs smoothly day in and day out, either by making sure paperwork gets done properly, or that staff have what they need to do their jobs. Diane Pierce, Administrative Accountant for the Bureau of Community Corrections at the Central Administration Building, ensures every day that budgets are balanced within the Bureau of Community Corrections. She handles the budgets for all the Level IV facilities and the Probation and Parole offices across the state along with electronic monitoring and overseeing grants. Ms. Pierce tracks purchase orders, checks credit card transactions, and tracks cell phone and asset forfeiture accounts. She performs payroll analysis and budget projections and tracks the overtime of Delaware probation & parole officers for the U.S. Marshall, DEA, and FBI. Ms. Pierce said, “I feel best when a budget is balanced and all the money has been spent appropriately.”



The efforts of Mr. Aiello, Mr. Menago, Ms. Hollis, and Ms. Pierce create the “One Family, One Team” motto DOC tries to abide by daily.